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Via ECFS  
Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to  
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I subscribe to a small, local ISP and telephone service because they provide far better service than AT&T. I had AT&T for years and found them extremely unresponsive to my needs, with terrible customer service besides being more expensive with frequent rate increases. As a senior citizen who lives alone in a semi-rural area, I need a reliable service for safety and security and to stay in touch with family and friends. When I had AT&T, I had to suffer through outages lasting a week or more and this is not acceptable.

Because of the recent cut in corporate tax rates, AT&T now has a \$20 billion dollar windfall, so why are they asking for even more from the government? They are closing their call centers and off-shoring them, rather than putting their profits into improving their infrastructure and bringing broadband to rural areas.

This will only discourage competition and lead to increases in the cost of services. I am on the edge of the broadband service area; too many people in my rural area have no access at all to broadband.

We need more competition, not more monopoly.

Louise Eisen